

PENWORTHY WEBSITE FAQs



At Penworthy, we are here to help. If you get stuck and aren't able to resolve your problem through this FAQ Guide, click "Need help?" on our website for contact information and reach out to us, we'd love to talk to you.

The screenshot shows the Penworthy website interface. At the top left is the Penworthy logo. To the right are navigation buttons: "DECISION WIZARD", "BROWSE BOOKS", "RESOURCES", and "SIGN IN". A red arrow points to a "Need help?" link with a shopping cart icon showing "(0, \$0.00)". Below the navigation is a banner that reads "FREE SHIPPING, CATALOGING, AND PROCESSING EVERY DAY!". The main content area is titled "CONTACT US" and includes a phone icon, the text "GET IN TOUCH! 800-262-2665 M-F 7:30-4:30 CST", and a paragraph: "Need an immediate answer? With over 30 years of experience, our customer service team is here to help." Below this are two columns of contact information for Annie Harrell and Lanette Gincer, each with a headshot and contact details (Email, Phone, Direct, Fax).

Signing In:

1. When I try to log in, I am not redirected anywhere and I just stay on the Sign in Screen?
 - a. When there are issues logging in, always try refreshing your browser and trying again.
 - b. If that doesn't work, or you prefer to talk to someone on the phone, please give us a call at 800-262-2665, M-F 7:30-4 CST
2. I forgot my password?
 - a. Click the "Forgot my password" and you'll receive an email to reset your password.
3. I don't have an account yet?
 - a. You can browse our website without having an account
 - b. To add items to your cart, you will need to create an account. You can do this by clicking Sign In and clicking the "Create Your Account" button at the bottom.

New To Penworthy?

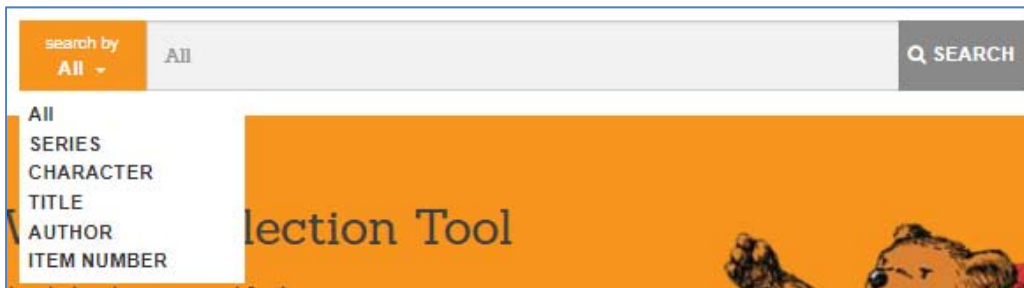
[Create Your Account](#)

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Finding What You're Looking For:

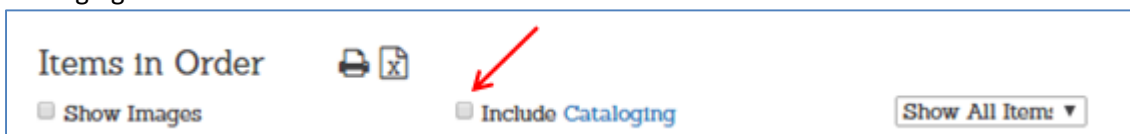
1. My search results came back with too many items, how else can I narrow it down?
 - a. Default search is "Search by ALL"; this will return a broad selection of items because it searches over many data points. Try searching by one of the more specific options from the drop down menu to get a more tailored result.



2. My search isn't returning anything?
 - a. Search looks within the titles that are displayed. So if you meant to look across the entire Penworthy Website, go to Browse Books first, and then try your search again.
 - b. If you meant to do your search within a specific collection for example, make sure that you do not have any additional filters applied.
 - c. If you have checked A and B and are still returning 0 results, we might not have what you are looking for. If you're still not sure, talk to your Penworthy representative and they can help you out.

Submitting Your Order:

1. I want to include cataloging on my order?
 - a. Make sure your Cataloging Profile is up to date either by click the blue "Cataloging" link in your shopping cart, or going to the MY ACCOUNT tab. Then, before submitting your order, check the box to include cataloging on the order.



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3. Do I need to include a PO to submit my order?
 - a. Penworthy does not require a PO. If you would like to include a PO, you have the opportunity to do so on the Order Confirmation Screen after clicking "CHECKOUT"

Order Confirmation X

Order Summary

Sub Total	(14 Items)	\$189.42
Decision Wizard	(6 Items)	\$85.81
Browse Books	(8 Items)	\$103.61
Items Cancelled	(0 Items)	
Sales Tax	\$0.00	\$0.00
Total	(14 Items)	\$189.42

Company Name : **ASSEMBLY CHRISTIAN SCH***

Shipping Address : **12345 E MAIN STREET**

City : **MILWAUKEE** State : **WI** Zip Code : **53202**

PO# :

Penworthy does not require a PO number. If you would like us to hold this order for your PO before shipment, please type "HOLD FOR PO" in the PO field. Your representative will contact you before shipment. If you have already submitted your PO Requirements in your MY ACCOUNT details, you don't need to fill this out.

Enter comments or promotional code here:

SUBMIT ORDER

- b. You can also update your PO preferences in your "My account Page":

- MY ACCOUNT HOME
- ACCOUNT DETAILS
- ORDERS
- CONTACT US
- CATALOGING AND PROCESSING SPECIFICATIONS

ACCOUNT DETAILS

<p>ABOUT YOU</p> <p>LAQUEN KOESTER laquen.koester11@gmail.com P: (444) 444-4444 School/Library/Other Name : School</p>	<p>BILLING ADDRESS</p> <p>12345 E MAIN STREET MILWAUKEE WI 53202</p>	<p>SHIPPING ADDRESS</p> <p>PO Box 001 Mailing Anywhere AR 72086 2804</p>
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User name and password are immediately updated. All other profile updates will be made within one working day.

[Change password now](#) [Submit changes to Penworthy](#)

PURCHASE ORDER REQUIREMENT

No PO Required
 PO Required to pay invoice
 PO Required to receive books

SUBMIT PO CHANGE

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5. How do I claim my Pick-A-Prize?

- a. If you place an order using a Penworthy Decision Wizard within 7 days of receiving it from your representative, a window will open when submitting your order to select your prize.

Pick your Penworthy Prize!

THANK YOU for helping us be more efficient by finishing your Decision Wizard within 7 days. Please choose a prize below as a token of our appreciation.

This page appears when you submit your qualifying order within 7 days. You choose the prize you prefer and it ships with your books!

\$200 - \$500 orders, choose any one item(s)

- 1 Read Imagine Learn Totebag
- 10 I Love My Library Pencils
- 10 I Love My Library Silicone Bracelets

\$501 - \$1,500 orders, choose any one item(s)

- 20 I Love My Library Pencils
- 20 I Love My Library Silicone Bracelets
- 3 Read, Imagine, Learn Totebags

Orders \$1,501 and over, choose any two item(s)

- 20 I Love My Library Pencils
- 20 I Love My Library Silicone Bracelets
- 3 Read, Imagine, Learn Totebags
- Headbands Guessing Game

- b. If you are eligible to Pick Your Prize, you can look at the current prize options by clicking this link:

[Order from your DW by 12/18/2017 to claim your FREE Prize.](#)

6. I didn't receive a PDF or email confirmation of my order?

- a. If you have your pop-ups blocked, you will not get the immediate PDF and email confirmation. That said, you can always find a PDF of your submitted orders on your "My Account" page.
- b. Just click "My Account", and then click "Orders" to see all of your current and previous orders. You can print a PDF or export an excel document of any order from this location.

<ul style="list-style-type: none"> MY ACCOUNT HOME ACCOUNT DETAILS <li style="background-color: #e0e0e0;">ORDERS CONTACT US CATALOGING AND PROCESSING SPECIFICATIONS 	<h2 style="margin: 0;">Orders</h2> <p>Current Orders</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Invoice Date</th> <th>Order Date</th> <th>Status</th> <th>PO#</th> <th>Invoice#</th> <th>Items</th> <th>Total</th> <th>View</th> </tr> </thead> <tbody> <tr> <td>12/28/2017</td> <td>12/28/2017</td> <td>Submitted</td> <td>EXAMPLE ORDER</td> <td></td> <td>9</td> <td>\$202</td> <td>PDF Excel</td> </tr> </tbody> </table> <p>Previous Orders</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th>Invoice Date</th> <th>Order Date</th> <th>Status</th> <th>PO#</th> <th>Invoice#</th> <th>Items</th> <th>Total</th> <th>View</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Invoice Date	Order Date	Status	PO#	Invoice#	Items	Total	View	12/28/2017	12/28/2017	Submitted	EXAMPLE ORDER		9	\$202	PDF Excel	Invoice Date	Order Date	Status	PO#	Invoice#	Items	Total	View								
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Managing My Account:

1. I forgot my password and had a new one sent to me, but then how do I change my password to be something I can remember?
 - a. Under Account Details on your MY ACCOUNT page, you are able to update your password immediately.

ACCOUNT DETAILS

MY ACCOUNT HOME
ACCOUNT DETAILS
ORDERS
CONTACT US
CATALOGING AND PROCESSING SPECIFICATIONS

ABOUT YOU
LAQUEN KOESTER
laquen.koester11@gmail.com
P: (444) 444-4444
School/Library/Other Name :
School

BILLING ADDRESS
12345 E MAIN STREET
MILWAUKEE WI
53202

SHIPPING ADDRESS
PO Box 001 Mailing
Anywhere AR
72086 2804

REWARDS PROGRAM
Penworthy rewards you for every dollar you spend. Redeem your points for the items you choose! Visit our [RESOURCES](#) page for more details.

Points Earned: 0
Points Redeemed: 0
Points Available: 0 Points Expiration Date:

ACCOUNT UPDATES
You can immediately update your password. All other updates must be submitted to Penworthy and changes will be reflected within one working day.
[Change password now](#) [Submit changes to Penworthy](#)

- b. From the Account Details, you can also send requests to Penworthy for other account changes and the changes will be reflected within one working day.
2. I think I submitted my order, but I'm not sure. Is there a way I can see orders I recently placed?
 - a. Under Orders on your MY ACCOUNT page, you are able to see past and current orders. An order that was just submitted will have a status of "Submitted".

Orders

MY ACCOUNT HOME
ACCOUNT DETAILS
ORDERS
CONTACT US
CATALOGING AND PROCESSING SPECIFICATIONS

Current Orders

Invoice Date	Order Date	Status	PO#	Invoice#	Items	Total	View
1/25/2018	1/25/2018	Submitted	12345		31	\$491	







Previous Orders

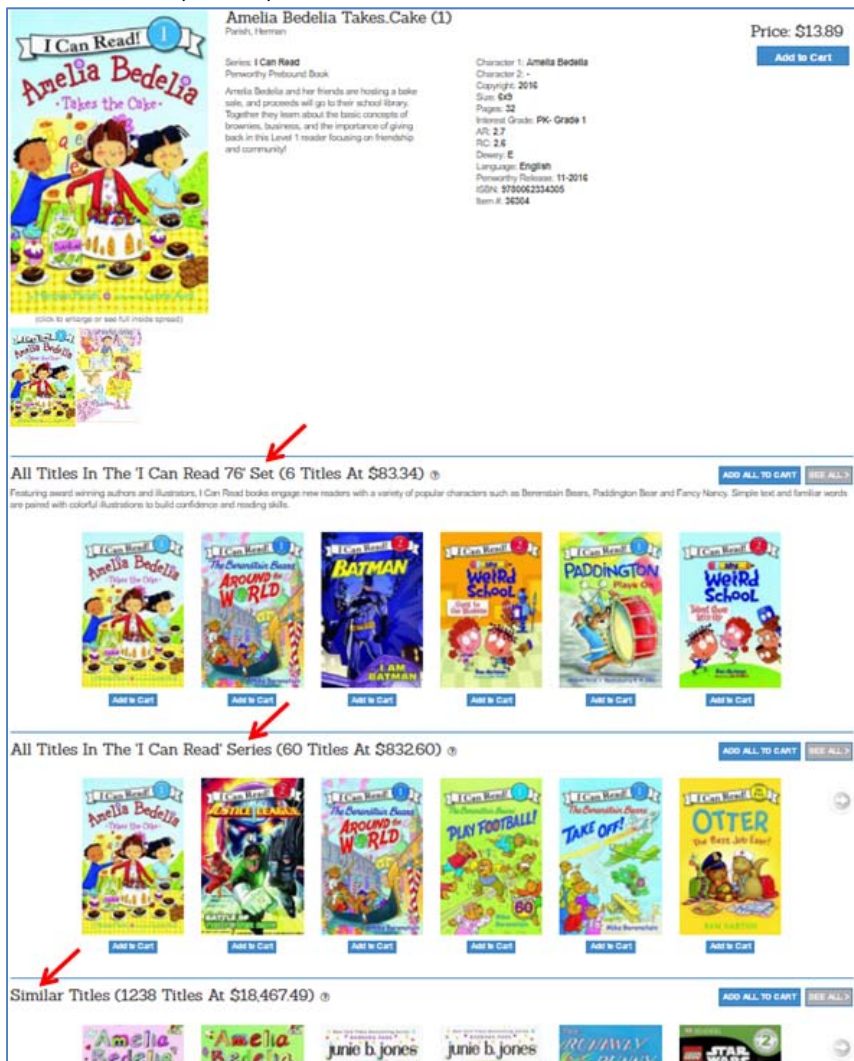
Invoice Date	Order Date	Status	PO#	Invoice#	Items	Total	View
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General:

1. What do the symbols all around the website mean?
 - a. These symbols are called tool tips, and when you hover the cursor over one, a message will appear that gives you useful information.
 - i.  Related to series you've purchased before
 - ii.  Related to characters you've purchased before
 - iii.  Title you've purchased before
 - iv.  In your shopping cart
 - v.  In your Decision Wizard
 - vi.  Explains an element of the website
2. What's in a Set, Series, or Similar section of books under the book?



The screenshot shows a product page for the book "Amelia Bedelia Takes the Cake (1)" by Parrish, Herman. The page includes a book cover, a description, and technical details. Below the book details are three sections of related books:

- All Titles In The 'I Can Read 76' Set (6 Titles At \$83.34)**: A collection of six books including "Amelia Bedelia Takes the Cake", "Amelia Bedelia Around the World", "Batman", "The Weirdest School", "Paddington", and "The Weirdest School".
- All Titles In The 'I Can Read' Series (60 Titles At \$832.60)**: A larger collection of books including "Amelia Bedelia Takes the Cake", "Amelia Bedelia The Christmas Dinner", "Amelia Bedelia Around the World", "Play Football!", "Take Off!", and "Otter the Best Job Ever!".
- Similar Titles (1238 Titles At \$18,467.49)**: A list of books with similar characters or keywords, including "Amelia Bedelia", "Amelia Bedelia", "Junie B. Jones", "Junie B. Jones", "Runaway", and "Star Wars".

- a. A set is a Penworthy grouping to show affiliated titles within a series
- b. A series contains Penworthy titles within the publisher identifies series.
- c. Similar titles are titles that feature the same character or keywords.